



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

December 16, 2009

Suzanne Richards, VP Nursing/Clinical Operations
Prime Healthcare Services, Inc.
5451 Walnut Avenue
Chino, CA 91710

Dear Ms. Richards:

RE: Final MONITORING VISIT REPORT for Prime Healthcare – ET08-0284

Date of the Visit:	10/30/09
Beginning/Ending Time:	N/A
Date of Last Visit:	3/20/09
Visit Location:	Via Teleconference
Persons in attendance:	JoAnn Schultz, Director of Educational Services and Rocco Dijerlando, Education Coordinator, Prime Healthcare; Marilyn Dominquez, VP, Administration, Cal Training (Administration Subcontractor); and Krista Campion, Contract Analyst, Employment Training Panel
Action Required:	No

CONTRACT INFORMATION

Term of Agreement:	12/31/07 – 12/30/09	Agreement Amount:	\$750,060
Training Start Date:	1/02/08	No. to Retain:	422
Date Training must be Completed:	9/30/09	Range of Hours:	24 – 200
Type of Trainee:	SET Retrainee	Weighted Ave. Hours:	Job 1 – 90 Job 2 – 135

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FINAL REPORT SUMMARY

• HISTORY OF AGREEMENT CHANGES

The Agreement was executed on 3/27/08. Training commenced on this project on 1/02/08 and the ETP class/lab tracking system reflects that the last day of ETP training was 9/30/09, which allows for the 90-day retention period to be completed within the term of the Agreement – 12/30/09.

ETP approved one Modification to the Agreement during the term of this project, which added additional training topics to the Agreement curriculum.

• INTERVIEW WITH JOANN SCHULTZ, DIRECTOR OF EDUCATIONAL SERVICES

This SET project was designed to enhance the competencies of Registered Nurses (RNs) and Licensed Vocational Nurses (LVNs) through training in Business Skills, Commercial Skills (Medical Didactic training) and Advanced Technology (Clinical Preceptor training) at Prime Healthcare Services' eight hospitals in southern California. Ms. Schultz reported that the ETP training project was very effective and beneficial to the company.

She stated that, as a result of the Advanced Technology training, the job skills of the nurses has increased ensuring better patient outcomes, and enhancing the competencies of RN's. Ms. Schultz also stated that the clinical Preceptor training (Advanced Technology) was the most beneficial because it allowed trainees the opportunity to experience hands-on training from experienced preceptors. Ms. Schultz also stated that, as the ETP Contact Person, she was able to drive the training project to ensure that each facility completed training and documented it properly. She stated she was able to keep "training" at the forefront and, as a result, Prime Healthcare Services projects to earn 100% of the Agreement amount when the final closeout invoice is approved by ETP (see discussion below for the details on projected earnings).

PROJECT STATUS PROVIDED BY THE CONTRACTOR

Trainees Started Training:	1182
Enrolled:	1182
Dropped Following Enrollment:	527
Completed Minimum Hours:	655
Completed All Training:	655
Completed Retention:	123
In Retention Period:	532

PROJECTED EARNINGS / NUMBER TO RETAIN

Ms. Dominguez confirmed that 655 retrainees (100+ percent of planned trainees) have completed the minimum number of hours to qualify for reimbursement, and are projected to be retained in this Agreement, which is consistent with the information in the ETP class/lab tracking system. The per trainee reimbursement for class/lab training is based on the total actual number of training hours completed for each trainee, provided the minimum (24) and no more than the maximum (200) class/lab training hours are completed, and all other Agreement terms and conditions are met.

The 655 retrainees referenced above have completed from 24 to 200 hours of class/lab training, for a grand total of 38,550 hours of training, which equates to more than 100% of the Agreement amount.

Be advised that Prime Healthcare Services has exceeded the number to enroll by Job Number and has documented more training hours in the ETP class/lab tracking system than available funding. The maximum funding allowed per Job number is \$550,800 for Job 1 and \$199,260 for Job 2 for a total available funding amount of \$750,060.

The following are the performance statistics shown in the ETP class/lab tracking system to date:

Job Number - #Specified To Retain	Number of Retrainees In Tracking System	Range of Training Hours Completed	Projected Number to be Retained
Job 1 – 340 (RN, LVN)	533	24 – 200	533
Job 2 – 82 (New Graduate RN)	122	24 – 200	122
Totals	655	24 – 200	655 – Provided this does not exceed the Agreement amount

CLOSEOUT INVOICE

Ms. Campion advised your staff that the closeout invoice should be submitted to the ETP Fiscal Unit in Sacramento no later than 30 days after the end term date of the Agreement or by 1/30/10.

CLASS/LAB ATTENDANCE ROSTERS

Attendance Rosters reviewed:	10 Trainees covering 3/04/08 – 9/05/09	Rosters reviewed contained all the required information per Title 22, California Code of Regulations, Section 4442.	YES
Information contained in rosters reviewed was consistent with the hours reported on-line?			YES

AUDIT

Prime Healthcare Services, Inc. will be notified in writing if this Agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information in this letter, please contact Ms. Campion at 619-686-1917, or at kcampion@etp.ca.gov, within ten (10) working days from the receipt date of this letter.

Sincerely,



Diana Torres, Manager
San Diego Regional Office

A handwritten signature in black ink, appearing to read "Krista Campion". The signature is fluid and cursive, with a large initial "K" and a long, sweeping underline.

Krista Campion, Contract Analyst
San Diego Regional Office

cc: JoAnn Schultz, Director of Educational Services, Prime Healthcare Services, Inc.
Marilyn Dominguez, VP Administration, Cal Training
Kulbir Mayall, Fiscal Manager, ETP
Master File
Project File